SBC Telecommunications, Inc. 1401 I Street, N.W., Suite 1100 Washington, D.C. 20005 Phone 202 326-8884 Fax 202 408-4801





June 22, 2000

Mr. Dale Hatfield
Office of Engineering and Technology
Federal Communications Commission
445 12th Street, N.W.
Room 7-A-340
Washington, D.C., 20554

Re: Final Service Disruption Report

Dear Mr. Hatfield:

Pursuant to the requirements established in the Report and Order in CC Docket No. 91-273 (Amendment of Part 63 of the Commission's Rules to Provide for Notification by Common Carriers of Service Disruptions), **Southwestern Bell** submits the attached **Final** Service Disruption Report associated with a service disruption in the **Southern Arkansas on May 23, 2000**.

An Initial Service Disruption Report was faxed to the FCC's Monitoring Watch Officer on that date.

Please stamp and return the provided copy to confirm your receipt. Please contact me if you have questions regarding this service disruption.

Sincerely.

Enclosures

CC: Bob Kimball Kent Nilsson

Jonathan Boynton



A member of the SBC global network

Retention Period: 6 Years		FCC SERVICE DISRUPTION REPORT							
FCC File Num	ber:	00-070			[S Request		
Type of Repor	rt:	☐ Initia	al Report		Update		⊠ Final		
Occurred:	Date:	05/23/2000	Time: 09:3	36 CST			or More Custo - 49,999 Cust		
Ended:	Date:	05/23/2000	Time: 12:2	26 CST			cident ≥ 1,000 Il Offices/Facili		
Duration (in n	ninutes	s):	170 minute	s		91 Ma			
Geographic A	rea Af	fected: Sout	hern Arkansa	s					
Estimated Customers Affected: 102,609									
Type(s) of Ser ☐ LIDB ☐ ☐ Cellular ☐	Oper	Affected: ator Services national	== `	nange			InterLATA [ess (interoffice] All		
Estimated Blocked Calls: 394,573									
Apparent or Infiber optic toll Jefferson centrackhoe got strackhoe, the underground.	cable tral off the p stuck ir trackh	was damage ice, Pine Blu rocess of rer n a ditch neal noe severed	ed by Johnso ff, Arkansas noving concr r a creek bed the fiber tol	onville Son stated on state form on the state form on the state of the state on the state of the	Sand & Grav te Highway ns on a bric ank. While . The toll	<i>r</i> el 8. 15. Ige w attem cable	2 miles south Johnsonville S ith a trackhoe pting to disloce was buried	of the Sand & The dge the 4 feet	
toll network.	There ints (P	was regional SAP's) comple	media covera	age of t	he event. C	alls t	& 14 - ICO) fr o E911 Public SAP's was the	Safety	
ROOT CAUSI Gravel failed t				No Noti	fication (Dig-	Up).	Johnsonville S	Sand &	

Name and Type of Equipment Involved: Fiber Optic Toll Cable

Specific Part of Network Involved: Toll Network

Methods used to Restore Service: Used Emergency Fiber Restoration Kit and mechanical splices.

Steps Taken to Prevent Recurrence:

- 1. A diverse route was evaluated and a Business Case was approved. The project was funded for Year 2000 in 1999; however; funding was subsequently removed.
- 2. A claim for damages was filed against Johnsonville Sand and Gravel.
- 3. A "Cable Awareness" meeting has been scheduled with Johnsonville Sand & Gravel to emphasize the importance of contacting the Arkansas One-Call Center for a cable locate prior to performing any construction work that has the potential to affect a 'high profile' cable.

Applicable Best Practices: Southwestern Bell reviewed the Network Reliability: A Report to the Nation, Section A, dated June 1993 and Keeping the Network Alive and Well: Solving the Problem of Cable Dig-Ups, dated February 1996 and evaluated all recommendations and best practices. Based on the Root Cause analysis the most appropriate focus area is:

Keeping the Network Alive and Well

Reference: 5.2 Tactical Implementation Subteam Results and Recommendations

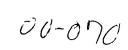
- Recommendation 9: Provide Physical Diversity on Critical Routes When Justified by
- Thorough Risk/Value Analysis

Best Practices Used: Southwestern Bell observes those practices that are consistent with providing outstanding customer service.

Analysis of Effectiveness of Best Practices: Recommendation 9 - A Thorough Risk/Value Analysis has been completed and the diverse project is waiting funding.

Prepared by: Jim Lankford Telephone: 210-886-4589
Date submitted: 06/19/2000 Time: 15:45 CST

Crossett 8,178





A member of the SBC global network

Retention Period	i: 6 Years	f	FCC	SERV	ICE	DISE	21 IE) T	ION D	EPORT
Type of Repo	ort:	🕅 In tial	Repor	f			(0)		EPURI
Occurred:	Date: May 2				LJ (T	Jpdate ☑	50 000	Fina	
Ended:	Date: Nay 2						30,000	' - 49 999	Customers Customers
Duration (in n						ا ا	Specia	Offices/F	000 lines
Geographic A		☐ 911 ☐ Major/Medium Airport							
Fiber damage	approximately	4.6 mile	s from	the Pine i	Rluff A	Dans		o reques	i
Estimated Cus	stomers Affe	cted: 10	2,609 (as follows	s)	uk centi	al offic	e	
28 SWBT office Monticello 8,82 McGehee 3,326 Wilmar 523 Hamburg 3,228 Watson 510 Eudora 1,867 Huttig 538 Urbana 406 Norphlet 749 Mount Holly 387 231/Camden 2,9 Chidester 761 NcNeil 666 Village 412	6	<u>(81,273</u>	EI [Mag Wa Der Lak Port Stro Cali Sma 836/ Step Stam	Dorado 20 gnolia 9,0 rren 4,86 mott 2,10 e Village cland 735 ng 1,159 on 418 lickover 1 Camden Camden hens 829 nps 1,725	058 5 06 3,280 ,569 7,319 2,251				
14 Independent of GTE: Waldo 1,12 Taylor 713 Star City 2 ALLTEL:	28 , ,925	nsa:; (21,	336 tot	<u>al):</u>					
Wilmont 65	59								